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October 31, 2002

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Washington, D.C. 20554

Re: CC Docket No. 94-102, ex parte communication

Dear Ms. Dortch:

National Emergency Number Association ("NENA") President John Melcher, First Vice President Richard Taylor, Interim Executive Director James Goerke, Government Affairs Director Stephen Seitz and the undersigned met today with Kris Monteith and Jane Phillips of the Consumer and Governmental Affairs Bureau. We discussed the attached handout on "Strategic Wireless Action Teams" ("SWAT"), whose missions include accelerating the implementation of wireless enhanced 9-1-1. NENA said it expected the formal charter and operational guidelines for the Teams to be ready in March 2003.

Please direct any questions to me.

Sincerely,

James R. Hobson

cc: Kris Monteith

**NENA SWAT**  
**“Strategic Wireless Action Teams”**

**BACKGROUND**

For over 30 years the three numbers “9-1-1” have represented the call for help, the first line of defense, and a lifeline to critical emergency services. Sprouting from a handful of communities in the late 1960’s to near ubiquity today, “9-1-1” is THE institution for citizen activated emergency response.

Nurtured since its inception as a cooperative public/private partnership, 9-1-1 capabilities, needs and perceptions have grown exponentially in the last four decades. From a simple rotary phone call to the provision of geo-located crash data, the 9-1-1 community is increasingly asked, and needed – to do it all.

Understanding that role in today’s world, the National Emergency Number Association (NENA) and its members are poised to advance 9-1-1 like never before. Aiming to achieve the goal of one nation – one number, NENA is charting a course for the development and deployment of 21<sup>st</sup> Century 9-1-1 technologies, systems and policies.

**WHY NENA SWAT?**

Seeking to positively influence the role 9-1-1 plays in all communications, SWAT is organized to create a consensus-building process with a mission to: (1) Complete a national E9-1-1 infrastructure (2) Provide technical implementation and support teams for deployments (3) Provide legislative and regulatory guidance and expertise (4) Help facilitate state and federal policy education (5) Advance PSAP readiness evaluation capabilities and structures.

In supporting this mission, SWAT will strengthen the level of involvement and strategic planning for citizen activated emergency response systems, creating documents and strategies for E9-1-1 activities. In doing so, SWAT will elevate and advance the issues of 9-1-1, with policy makers, government and the private sector; crafting and implementing long term agendas and actions that strengthen both the public and private sectors ability to better respond and communicate in times of emergencies.

In addition to providing national guidance, SWAT will be deployed in specific states, regions or localities that are in special need of NENA expertise, visioning and planning. Once deployed, SWAT will provide appropriate outreach, communications and review capabilities to relevant parties, communities and stakeholders.

## **SWAT TEAMS**

Mobilizing some of the 9-1-1 community's brightest professionals, the effort will provide an unprecedented level of support to localities, regions, states and nations in the pursuit of one nation – one number.

This support will come in the form of teams organized around NENA expertise and planning:

### **Lead Team:**

Comprised of the NENA Executive Board and staff personnel, this team will coordinate SWAT activities to best utilize the NENA organization and expertise. This team will incorporate and allocate the many talents and attributes of the "Resource and Review Team" to specific activities and projects.

Individual Board members will chair and facilitate subteam SWAT efforts and topics under the following:

#### **1. Technical SWAT**

Anchored by a handful of NENA's technical experts and committee members, this team will provide the necessary technical requirements, strategies and capabilities needed to achieve ubiquitous 9-1-1 service. Specific short term activities will include an audit of Selective Routers, ALI database capabilities, national internetworking capabilities and cost savings analyses, and definition of specific plans to complete E9-1-1 nationally. This will be done with consideration of the NENA Future Path Plan and objectives for critical 9-1-1 technologies, systems and architecture.

#### **2. Operations SWAT**

Supported by a handful of NENA's 9-1-1 operations experts and committee members, this team will provide strategic vision and guidance on critical 9-1-1 operations issues involved with SWAT objectives and actions. The Operations SWAT will develop outreach materials for PSAPs, define operational changes within a PSAP; update relevant procedure changes with the deployment of new E9-1-1 systems; and provide additional explanations to PSAPs when needed. Specific operations short term activities include an evaluation of PSAP readiness, defining processes to achieve readiness and implementing operations standards for readiness.

#### **3. Policy SWAT**

Organized using a number of NENA's public policy experts, this team will provide strategic vision and guidance on 9-1-1 public affairs. The Policy SWAT will define issues, organize policy makers and educate the public about 9-1-1 capabilities and needs. The Policy SWAT will advocate and seek a positive regulatory and legislative environment to deploy ubiquitous 9-1-1 systems and solutions. Where appropriate,

the Policy SWAT will form coalitions to advocate and advance 9-1-1 specific issues. Specific short term activities include an evaluation of Federal and State 9-1-1 policies and regulations and an evaluation of 9-1-1 political climate.

**4. Finance SWAT**

Comprised of public policy experts, economist and leaders from the private sector, the Finance SWAT will provide analysis and vision in developing a long term finance strategy for 9-1-1. Identifying the economic impact of such a strategy, the Finance SWAT will apply methods, models and sources for recommending sustainable 9-1-1 funding to policy makers.

**Resource and Review Team**

In addition to the four subteams, NENA will call on its current committees, chapter and past presidents, along with ad hoc volunteers to provide additional input to SWAT activity; crosscheck assumptions and administer local perspectives. The Resource and Review Team will be depended upon greatly by the Lead Team and respective subteams.